



FAMILY & HUMAN SERVICES COMMITTEE

May 11, 2015

10:30 A.M.

651 Pine Street, Room 101, Martinez

Supervisor Federal D. Glover, Chair
Supervisor Candace Andersen, Vice Chair

Agenda Items:	Items may be taken out of order based on the business of the day and preference of the Committee
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1. Introductions
2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to three minutes).
3. RECOMMEND the Board of Supervisors appoint Teri Mountford to the Member at Large Seat #19 on the Advisory Council on Aging for a term expiring on September 30, 2015.
4. RECOMMEND the Board of Supervisors appoint Liliana Gonzalez to the Member at Large Seat #19 on the Contra Costa Commission for Women.
5. CONSIDER accepting the report from the Employment and Human Services Department, Workforce Services Division, on the Supplemental Nutrition Assistance Program (SNAP) known in California as CalFresh. (Wendy Therrian, Workforce Services Director)
6. ACCEPT the reports provided on the Continuum of Care Plan for the Homeless and the Healthcare for the Homeless and direct staff to forward the reports to the Board of Supervisors. (Lavonna Martin, Rachael Birch)
7. Adjourn
8. The next meeting is currently scheduled for June 8, 2015.

The Family & Human Services Committee will provide reasonable accommodations for persons with disabilities planning to attend Family & Human Services Committee meetings. Contact the staff person listed below at least 72 hours before the meeting.

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Family & Human Services Committee

less than 96 hours prior to that meeting are available for public inspection at 651 Pine Street, 10th floor, during normal business hours.

Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact:

Dorothy Sansoe, Committee Staff
Phone (925) 335-1009, Fax (925) 646-1353
dorothy.sansoe@cao.cccounty.us



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE

3.

Meeting Date: 05/11/2015
Subject: Appointments to the Advisory Council on Aging
Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,
Department: County Administrator
Referral No.: N/A
Referral Name: Appointments to Advisory Bodies
Presenter: **Contact:** Dorothy Sansoe, 925-335-1009

Referral History:

On December 6, 2011 the Board of Supervisors adopted Resolution No. 2011/497 adopting policy governing appointments to boards, committees, and commissions that are advisory to the Board of Supervisors. Included in this resolution was the requirement that applications for at large/countywide seats be reviewed by a Board of Supervisors sub-committee.

Referral Update:

Staff to the Advisory Council on Aging has submitted the attached request for appointments to seats on the Council.

Recommendation(s)/Next Step(s):

RECOMMEND the Board of Supervisors appoint Teri Mountford to the Member at Large Seat #19 on the Advisory Council on Aging for a term expiring on September 30, 2015.

Fiscal Impact (if any):

No fiscal impact from this appointment.

Attachments

Memo and Application - Mountford

Contra Costa County California
Employment & Human Services

Kathy Gallagher, Director
40 Douglas Dr., Martinez, CA 94553 ★ Phone: (925) 313-1579 ★ Fax: (925) 313-1575 ★ www.cccounty.us/ehsd

MEMORANDUM

DATE: 04/15/2015

TO: Family and Human Services Committee

CC: Lori Larks, Division Manager, Area Agency on Aging

FROM: Jaime Ray, Secretary for the Area Agency on Aging

SUBJECT: Advisory Council on Aging – Appointments Requested

The Contra Costa Area Agency on Aging (AAA) recommends for immediate appointment to the Contra Costa Advisory Council on Aging (ACOA) the following applicant: Ms. Teri Mountford for Member at Large Seat # 19. The MAL #19 Seat was previously held by Ms. Darlene Commiskey who has resigned effective 11/17/2014. MAL #19 was vacated on 1/20/2015 for a term ending September 30, 2015.

Recruitment has been handled by both the Area Agency on Aging, the ACOA and the Clerk of the Board using CCTV. AAA staff has encouraged interested individuals including minorities to apply through announcements provided at the Senior Coalition meetings and at the regular monthly meetings of the ACOA. The Contra Costa County EHSD website contains dedicated web content where interested members of the public are encouraged to apply and are provided an application with instructions on whom to contact for ACOA related inquiries, including application procedure.

Ms. Mountford was interviewed by members of the ACOA Membership Committee at their March 2015 meeting using the Council's standard informational interview format. The April minutes of the meeting record that the Council on Aging agreed by consensus to recommend the appointment of Ms. Mountford; please find a copy of the application for ACOA membership provided as a separate attachment.

Prior to the March meeting of the Council's Membership Committee and subsequent to the previous MAL appointment, there was one other MAL application received from Ms. Delores Hill who later withdrew her application. Ms. Mountford is being recommended for an MAL appointment to the Advisory Council on Aging.

Thank You



Contra
Costa
County

For Office Use Only
Date Received:

For Reviewers Use Only:
Accepted Rejected

BOARDS, COMMITTEES, AND COMMISSIONS APPLICATION

MAIL OR DELIVER TO:

Contra Costa County
CLERK OF THE BOARD
651 Pine Street, Rm. 106
Martinez, California 94553-1292
PLEASE TYPE OR PRINT IN INK
(Each Position Requires a Separate Application)

BOARD, COMMITTEE OR COMMISSION NAME AND SEAT TITLE YOU ARE APPLYING FOR:

Advisory Council on Aging

Member at Large

PRINT EXACT NAME OF BOARD, COMMITTEE, OR COMMISSION

PRINT EXACT SEAT NAME (if applicable)

1. **Name:** Mountford Teri
(Last Name) (First Name) (Middle Name)

2. **Address:** 155 Midhill Rd., Martinez California 94553
(No.) (Street) (Apt.) (State) (Zip Code)

3. **Phones:** (925) 372-7846 (925) 405-2811
(Home No.) (Work No.) (Cell No.)

4. **Email Address:** mountfd@sbcglobal.net

5. **EDUCATION:** Check appropriate box if you possess one of the following:

High School Diploma ☒ G.E.D. Certificate ☐ California High School Proficiency Certificate ☐

Give Highest Grade or Educational Level Achieved _____

Names of colleges / universities attended	Course of Study / Major	Degree Awarded	Units Completed		Degree Type	Date Degree Awarded
			Semester	Quarter		
A) CSU, Fresno	Therapeutic Recreation	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>	124		BS	12/77
B)		Yes No <input type="checkbox"/> <input type="checkbox"/>				
C)		Yes No <input type="checkbox"/> <input type="checkbox"/>				
D) Other schools / training completed: Certified Therapeutic Rec. Therapy	Course Studied	Hours Completed	Certificate Awarded: Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>			

THIS FORM IS A PUBLIC DOCUMENT

6. PLEASE FILL OUT THE FOLLOWING SECTION COMPLETELY. List experience that relates to the qualifications needed to serve on the local appointive body. Begin with your most recent experience. A resume or other supporting documentation may be attached but it may not be used as a substitute for completing this section.

<p>A) Dates (Month, Day, Year) <u>From</u> <u>To</u> 2/02 9/14</p> <p>Total: <u>Yrs.</u> <u>Mos.</u> 12 years 6 months</p> <p>Hrs. per week <u>40</u> . Volunteer <input type="checkbox"/></p>	<p>Title Program Manager</p> <hr/> <p>Employer's Name and Address City of San Ramon Parks and Community Services Dept. 2226 Camino Ramon, San Ramon, CA. 94583</p>	<p>Duties Performed Managed Senior Services, Therapeutic Recreation and Teen Programs. Duties included hiring, training, supervising and evaluation of staff and volunteers; budget preparation and management; programming; community outreach, social services; evaluating services and facility management. Oversight of San Ramon Senior Advisory Com</p>
<p>B) Dates (Month, Day, Year) <u>From</u> <u>To</u> 6/84 1/02</p> <p>Total: <u>Yrs.</u> <u>Mos.</u> 17 years 1 month</p> <p>Hrs. per week <u>40</u> . Volunteer <input type="checkbox"/></p>	<p>Title Recreation Supervisor</p> <hr/> <p>Employer's Name and Address City of Anaheim 200 S. Anaheim Blvd. Anaheim, CA 92805</p>	<p>Duties Performed Supervised the Therapeutic Recreation Program for persons with developmental disabilities ages 5- adult, Tiny Tot Programs, Volunteer Program and one Community Center. Responsible for programming, hiring, training and evaluating staff and volunteers, budgeting, community outreach, social services.</p>
<p>C) Dates (Month, Day, Year) <u>From</u> <u>To</u></p> <p>Total: <u>Yrs.</u> <u>Mos.</u></p> <p>Hrs. per week _____ . Volunteer <input type="checkbox"/></p>	<p>Title</p> <hr/> <p>Employer's Name and Address</p>	<p>Duties Performed</p>
<p>D) Dates (Month, Day, Year) <u>From</u> <u>To</u></p> <p>Total: <u>Yrs.</u> <u>Mos.</u></p> <p>Hrs. per week _____ . Volunteer <input type="checkbox"/></p>	<p>Title</p> <hr/> <p>Employer's Name and Address</p>	<p>Duties Performed</p>

7. How did you learn about this vacancy?

☐ CCC Homepage ☐ Walk-In ☐ Newspaper Advertisement ☐ District Supervisor ☐ Other Through my job.

8. Do you have a Familial or Financial Relationship with a member of the Board of Supervisors? (Please see Board Resolution no. 2011/55, attached): No ☒ Yes ☐

If Yes, please identify the nature of the relationship: _____

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publically accessible. I understand and agree that misstatements / omissions of material fact may cause forfeiture of my rights to serve on a Board, Committee, or Commission in Contra Costa County.

Sign Name: Lein Mountford Date: 3/3/15

Important Information

1. This application is a public document and is subject to the California Public Records Act (CA Gov. Code §6250-6270).
2. Send the completed paper application to the Office of the Clerk of the Board at: **651 Pine Street, Room 106, Martinez, CA 94553.**
3. A résumé or other relevant information may be submitted with this application.
4. All members are required to take the following training: 1) The Brown Act, 2) The Better Government Ordinance, and 3) Ethics Training.
5. Members of boards, commissions, and committees may be required to: 1) file a Statement of Economic Interest Form also known as a Form 700, and 2) complete the State Ethics Training Course as required by AB 1234.
6. Advisory body meetings may be held in various locations and some locations may not be accessible by public transportation.
7. Meeting dates and times are subject to change and may occur up to two days per month.
8. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE

4.

Meeting Date: 05/11/2015
Subject: Appointments to the Contra Costa Commission for Women
Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,
Department: County Administrator
Referral No.: N/A
Referral Name: Appointments to Advisory Bodies
Presenter: **Contact:** Dorothy Sansoe, 925-335-1009

Referral History:

On December 6, 2011 the Board of Supervisors adopted Resolution No. 2011/497 adopting policy governing appointments to boards, committees, and commissions that are advisory to the Board of Supervisors. Included in this resolution was the requirement that applications for at large/countywide seats be reviewed by a Board of Supervisors sub-committee.

Referral Update:

The Chair of the Contra Costa Commission on Women has submitted the attached request for appointments to seats on the Commission. The Commission reviewed the application and interviewed the candidate and recommends the appointment..

Recommendation(s)/Next Step(s):

RECOMMEND the Board of Supervisors appoint Liliana Gonzalez to the Member at Large Seat #19 on the Contra Costa Commission for Women.

Fiscal Impact (if any):

No fiscal impact from this appointment.

Attachments

Gonzalez Application



Contra
Costa
County

RECEIVED
MAR 6 6 2015

For Office Use Only

Date Received:

For Reviewers Use Only:

Accepted Rejected

BOARDS, COMMITTEES, AND COMMISSIONS APPLICATION

MAIL OR DELIVER TO:

Contra Costa County
CLERK OF THE BOARD

651 Pine Street, Rm. 106
Martinez, California 94553-1292

PLEASE TYPE OR PRINT IN INK
(Each Position Requires a Separate Application)

BOARD, COMMITTEE OR COMMISSION NAME AND SEAT TITLE YOU ARE APPLYING FOR:

Contra Costa Commission for Women

PRINT EXACT NAME OF BOARD, COMMITTEE, OR COMMISSION

PRINT EXACT SEAT NAME (if applicable)

1. Name: Gonzalez Liliana Palafox
(Last Name) (First Name) (Middle Name)

2. Address: 48 Glenwood Dr. Napa CA 94559
(No.) (Street) (Apt.) (City) (State) (Zip Code)

3. Phones: (925) 609-9522 (707) 260-4288
(Home No.) (Work No.) (Cell No.)

4. Email Address: lgonzalez@unitycouncil.org

5. EDUCATION: Check appropriate box if you possess one of the following:

High School Diploma ☒ G.E.D. Certificate ☐ California High School Proficiency Certificate ☐

Give Highest Grade or Educational Level Achieved Master of Arts

	Names of colleges / universities attended	Course of Study / Major	Degree Awarded	Units Completed		Degree Type	Date Degree Awarded
				Semester	Quarter		
A)	Mills College	Research Psychology	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>	8		B.A.	May 2012
B)	Mills College	Infant Mental Health	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>	2		M.A.	May 2013
C)			Yes No <input type="checkbox"/> <input type="checkbox"/>				
D)	Other schools / training completed:	Course Studied	Hours Completed	Certificate Awarded: Yes No <input type="checkbox"/> <input type="checkbox"/>			

THIS FORM IS A PUBLIC DOCUMENT

6. PLEASE FILL OUT THE FOLLOWING SECTION COMPLETELY. List experience that relates to the qualifications needed to serve on the local appointive body. Begin with your most recent experience. A resume or other supporting documentation may be attached but it may not be used as a substitute for completing this section.

<p>A) Dates (Month, Day, Year)</p> <p>From <input type="text"/> To <input type="text"/></p> <p><input type="text"/> March 2014 <input type="text"/> Present</p> <p>Total: Yrs. <input type="text"/> Mos. <input type="text"/></p> <p><input type="text"/> 12</p> <p>Hrs. per week <input type="text"/> 40-45 . Volunteer <input type="checkbox"/></p>	<p>Title</p> <p><input type="text"/> Home-based Program Coordinator</p> <p>Employer's Name and Address</p> <p><input type="text"/> Cesar Chavez Head Start The Unity Council 1187 Meadow Ln. Concord, Ca., 94520</p>	<p>Duties Performed</p> <p><input type="text"/> Supervise and coach a team of five female home visitors providing one on one coaching, support, and training.</p> <p><input type="text"/> Create, implement, and facilitate parent meetings/trainings to support active parenting. training home visitors in working with mothers in supporting their personal and professional development.</p>
<p>B) Dates (Month, Day, Year)</p> <p>From <input type="text"/> To <input type="text"/></p> <p><input type="text"/> July 2013 <input type="text"/> Feb. 2014</p> <p>Total: Yrs. <input type="text"/> Mos. <input type="text"/></p> <p><input type="text"/> 9</p> <p>Hrs. per week <input type="text"/> 8 . Volunteer <input checked="" type="checkbox"/></p>	<p>Title</p> <p><input type="text"/> Home-Visitor/Family Advocate</p> <p>Employer's Name and Address</p> <p><input type="text"/> Cesar Chavez Head Start The Unity Council 1187 Meadow Ln. Concord, Ca., 94520</p>	<p>Duties Performed</p> <p><input type="text"/> • Promote and support the growth and development of 12 infants and their families through weekly visits and a play groups for infants.</p> <p><input type="text"/> • Work primarily with</p>
<p>C) Dates (Month, Day, Year)</p> <p>From <input type="text"/> To <input type="text"/></p> <p><input type="text"/> Aug. 2012 <input type="text"/> May 2013</p> <p>Total: Yrs. <input type="text"/> Mos. <input type="text"/></p> <p><input type="text"/> 10</p> <p>Hrs. per week <input type="text"/> 8 . Volunteer <input checked="" type="checkbox"/></p>	<p>Title</p> <p><input type="text"/> Infant Mental Health Intern</p> <p>Employer's Name and Address</p> <p><input type="text"/> Early Intervention Intern Epiphany Center, San Francisco, CA.</p>	<p>Duties Performed</p> <p><input type="text"/> * Developed, implemented and facilitated the Play/Art Therapy curriculum and taught the Nurturing Skills for Healthy Families curriculum on infant development and parenting for 10 women twice a week.</p> <p><input type="text"/> *Facilitated a Spanish Speaking support group for 4-10 mothers once a month.</p> <p><input type="text"/> *Provided consultation for caregivers.</p>
<p>D) Dates (Month, Day, Year)</p> <p>From <input type="text"/> To <input type="text"/></p> <p><input type="text"/> Aug. 2009 <input type="text"/> May 2013</p> <p>Total: Yrs. <input type="text"/> Mos. <input type="text"/></p> <p><input type="text"/> 32</p> <p>Hrs. per week <input type="text"/> 24/7 . Volunteer <input type="checkbox"/></p>	<p>Title</p> <p><input type="text"/> Resident Assistant</p> <p>Employer's Name and Address</p> <p><input type="text"/> Office of Residential Life Mills College 5000 MacArthur Blvd. Oakland Ca. 94613</p>	<p>Duties Performed</p> <p><input type="text"/> Fostered a sense of belonging and community among a residence hall of 45 female residents.</p> <p><input type="text"/> Presented and enforced campus policy ensure a safe and positive community for students while facilitating discussions on issues regarding gender, class, race, sexuality, disability, dynamics of power & privilege, and more.</p>

7. How did you learn about this vacancy?

☒ CCC Homepage ☐ Walk-In ☐ Newspaper Advertisement ☐ District Supervisor ☐ Other ☐ Commission Greet and Meet

8. Do you have a Familial or Financial Relationship with a member of the Board of Supervisors? (Please see Board Resolution no. 2011/55, attached): No ☒ Yes ☐

If Yes, please identify the nature of the relationship:

9. Do you have any financial relationships with the County such as grants, contracts, or other economic relations? No ☒ Yes ☐

If Yes, please identify the nature of the relationship:

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publically accessible. I understand and agree that misstatements / omissions of material fact may cause forfeiture of my rights to serve on a Board, Committee, or Commission in Contra Costa County.

Sign Name: 

Date: 3/3/2015

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Liliana P. Gonzalez

1166 Trower Ave. ♦ Napa, CA 94558 ♦ (707) 260-4288
Lpalafoxgonzalez@gmail.com

EDUCATION

Master of Arts in Infant Mental Health
Bachelor of Arts in Research Psychology

Mills College, Oakland, CA. *May 2013*
Mills College, Oakland, CA. *May 2012*

SKILLS/QUALIFICATIONS

- Interpersonal Communication
- Conflict Resolution
- Flexibility and Multitasking
- Program/Event Coordination
- Languages – English and Spanish
- Well Organized & Detailed Oriented
- Counseling Skills
- Assessment Administration and Analysis
- Problem Solving Skills
- Budgeting

WORK EXPERIENCE

Disabilities and Home-based Program Coordinator

The Unity Council, Concord, CA.

March 2014 –Present

- Coordinate and collaborate with the various service areas in order to ensure the effective delivery of educational and social services to all families in the program.
- Supervise, train, and coach a team of five home visitors to ensure they have the adequate resources to provide home visits to a case load of 12 families.
- Collaborate with parents and staff in monitoring the development of all children across three sites and establishing and implementing appropriate development goals for their children. Responsible for the developmental screening of all 274 children in the program.
- Support the navigation of resource referrals of parents of children with special needs in working closely with Local Education Agencies and staff in order to individualize curriculum to meet needs of children.

Home Visitor/Family Advocate

The Unity Council, Concord, CA.

July. 2014 –Present

- Manage a caseload of 12 infants and their families by providing comprehensive services and empowering them by connecting them to appropriate resources in the community.
- Promote and support the growth and development of 12 infants and their families by conducting weekly home visits and a weekly socialization group for infants 0-36 months old.
- Collaborate with parents in monitoring the development of infants and establishing and implementing appropriate development goals for their children every 3 months.

Early Intervention Intern

Epiphany Center, San Francisco, CA.

Aug. 2012 –May, 2013

- Observed and fostered social and emotional development for infants and children ages 0 – 36 months conducting narrative observations twice a month per child while facilitating a Spanish Speaking support group for 4 mothers once a month.
- Provided consultation and recommendations to primary caregivers in developing goals and early intervention for infants and mothers based on observations.
- Developed, implemented and facilitated the Play/Art Therapy curriculum in addition to teaching the Nurturing Skills for Healthy Families curriculum on infant development and parenting for 10 students twice a week.
- Facilitated a Spanish Speaking support group for 4 mothers once a month.

Senior Resident Assistant for the Summer Academic Workshop

Mills College, Oakland, CA

July 2012 –Aug. 2012

- Worked efficiently in collaboration with 2 other Resident Assistants successfully mentoring and tutoring 12 first generation college students through a four week academically rigorous course load.
- Organized and facilitated group discussions and team building exercises for students and 6 staff members
- Developed and implemented dynamic educational and community focused programs such as cultural excursion to the Oakland History Museum and community farmers market.
- Received one week intensive social justice training on how to lead and facilitate discussions on issues regarding class, race, sexuality, disability, dynamics of power & privilege, and more.

Office Assistant for the Languages and Letters Department*Jan. 2012 –May, 2013**Mills College, Oakland, CA*

- Provided administrative support and performed clerical tasks of filing, faxing, responding to departmental emails, composing weekly mailings, converting word documents to PDF, maintaining the departmental library.
- Executed and developed logistical plans and community outreach for special events (lecture series, thesis presentations, and guest speakers).

Teacher Assistant at the Mills College Children's School*Aug. 2011 –Dec. 2012**Mills College, Oakland, CA*

- Supported 8 children in their social and emotional development by providing childcare throughout the day and assisting them through daily transitions of meal time, nap time, activity time, and more.
- Developed, implemented, and facilitated a week-long music curriculum to promote positive social development of infants for 4 days a week over the course of 4 months.
- Conducted a case study for the purpose of providing consultation to parents and teachers, and recommendations for how to better support the social and emotional needs of 36 month old children.

Resident Assistant for the Office of Residential Life*Aug. 2010 –May, 2013**Mills College, Oakland, CA*

- Fostered and helped develop sense of belonging and sense of community through weekly programming, conducting monthly hall meetings, and hosting office hours for student support.
- Planned and implemented two hall events and programs a month and two programs a semester in collaboration with academic advisors in providing students access to academic, social, and personal support. .
- Presented and enforced campus policy and residential standards to ensure a safe and positive community for students.
- Provide campus resources for student support in collaboration with the Division of Student Life professional staff. .

Peer Leader for the Healthy for Life Program*Aug. 2010 –Jan. 2011**Queen of the Valley Hospital, Napa, CA*

- Helped to develop and implemented a body positive wellness curriculum with the Andrea's Voice Foundation to support critical analysis of media and body image stereotypes in elementary high school presentations.
- Taught a monthly class on intuitive eating, intuitive exercising, and positive body image 3 times a month to students between ages 10 - 18 years old.

Solidarity Lounge Manager of Student Diversity Programs*Aug. 2009 –May. 2010**Mills College, Oakland, CA*

- Created and planned 5-7 programs per semester for different campus wide projects and events while operating on a limited budget.
- Collaborated with various departments across campus in providing identity development resources and access for all students' success at Mills.
- Performed administrative duties of organizing events and program setup, assessing program budget, creating program proposals, and attending one-on-one meetings with the department directors.

Resident Assistant for the Summer Academic Workshop*July 2009 –Aug. 2009**Mills College, Oakland, CA*

- Worked efficiently in collaboration with 2 other Resident Assistants successfully mentoring and tutoring 12 first generation college students through a four week academically rigorous course load.
- Organized and facilitated group discussions and team building exercises for students and 6 staff members
- Developed and implemented dynamic educational and community focused programs such as cultural excursion to the Oakland History Museum and community farmers market.
- Received one week intensive social justice training on how to lead and facilitate discussions on issues regarding class, race, sexuality, disability, dynamics of power & privilege, and more.

Volunteer*July 2010 –Aug. 2010**Children's Community Resource Center, Napa, CA*

- Cleaned, labeled, organized and maintained an updated inventory list children's toys in the Toy Library.
- Performed phone calls to participants with overdue toys.
- Played and interacted with 2-3 children ages 1-6 during the Toy Library open hours per day for 6 hours 4 days a week.

Vice President of Mujeres Unidas*Aug. 2010 –May 2011**Mills College, Oakland CA*

- Attend weekly cabinet meetings and group meetings with club members and met with club advisor once a month for 4 months each academic semester. .
- Conducted community and local outreach for the campus enrichment and in providing programming for the student body.
- Facilitated weekly meetings and hold elections at the end of each semester..
- Planned, coordinated and collaborated with various departments for Latino/a Heritage Month events and programming..
- Fostered leadership and a sense of community among the 15 members of the group..
- Mentored a local high school student by meeting with her on a weekly basis to assist her with homework, college application process, and counseling.
- Liaison between non-English speaking parents and other volunteers.

Member of Sisters Inspiring Sisters*Aug. 2008 – Dec. 2000**Mills College, Oakland, CA*

- Mentored a local high school student by meeting with her on a weekly basis to assist her with homework, college application process, and counseling.
- Mentored various high school students in providing academic support in applying to college and in subjects of mathematics and Science.

Peer Leader*Jan. 2007 –Jun. 2008**Andrea's Voice Foundation, Napa, CA*

- Received education on eating disorders and training to facilitate peer process groups on eating disorder awareness for high school health classes.
- Co-created curriculum and presented information and resources on eating disorder awareness for high schools students and bilingual parents.
- Trained by Doris Smeltzer, Master's in Counseling and founder of Andrea's Voice. once a week for one month.

REFERENCES

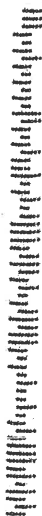
Dr. Linda Perez
Professor of Education
Director of Child Life and
Early Childhood Specialist Programs
Co-Director of Infant Mental Health Program
Phone: 510.430.2328
Email: lperez@mills.edu

Dr. Carol George
Professor of Psychology
Co-Director of Infant Mental Health Program
Phone: 510.430.3268
Email: george@mills.edu

Hiliana Mongalez
48 Glenwood Dr.
Napa, CA 94559



94553123393



Office of the Clerk of the Board
651 Pine St. Rm. 106
Martinez, CA 94553

DAVID L. CHASE
03 MAR 2015 PM 7:2





Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE

5.

Meeting Date: 05/11/2015
Subject: SNAP (Food Stamps) Program
Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,
Department: County Administrator
Referral No.: 103
Referral Name: SNAP (Food Stamps) Program
Presenter: Rebecca Darnell **Contact:** Dorothy Sansoe,
925-335-1009

Referral History:

The SNAP Program was originally referred to the Family and Human Services Committee by the Board of Supervisors on February 15, 2011.

This program was formerly known as Food Stamps and is the Federal Supplemental Nutrition Assistance Program (SNAP). In California, the name of the program is CalFresh.

Referral Update:

Please see the attached report from the Employment and Human Services Department.

Recommendation(s)/Next Step(s):

Accept report and forward to the Board of Supervisors for their information

Fiscal Impact (if any):

No fiscal impact - informational only.

Attachments

SNAP/CalFresh Report



EMPLOYMENT &
HUMAN SERVICES

M E M O R A N D U M

Kathy Gallagher, Director

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To: – Family and Human Services Committee
 – Contra Costa County Board of Supervisors
CC: • Wendy Therrian, Workforce Services Director
From: • Rebecca Darnell, Workforce Services Deputy Director
 • Kathi Kelly, CalFresh Policy Manager
Subject: **CALFRESH PROGRAM UPDATE**

Date: May 11, 2015

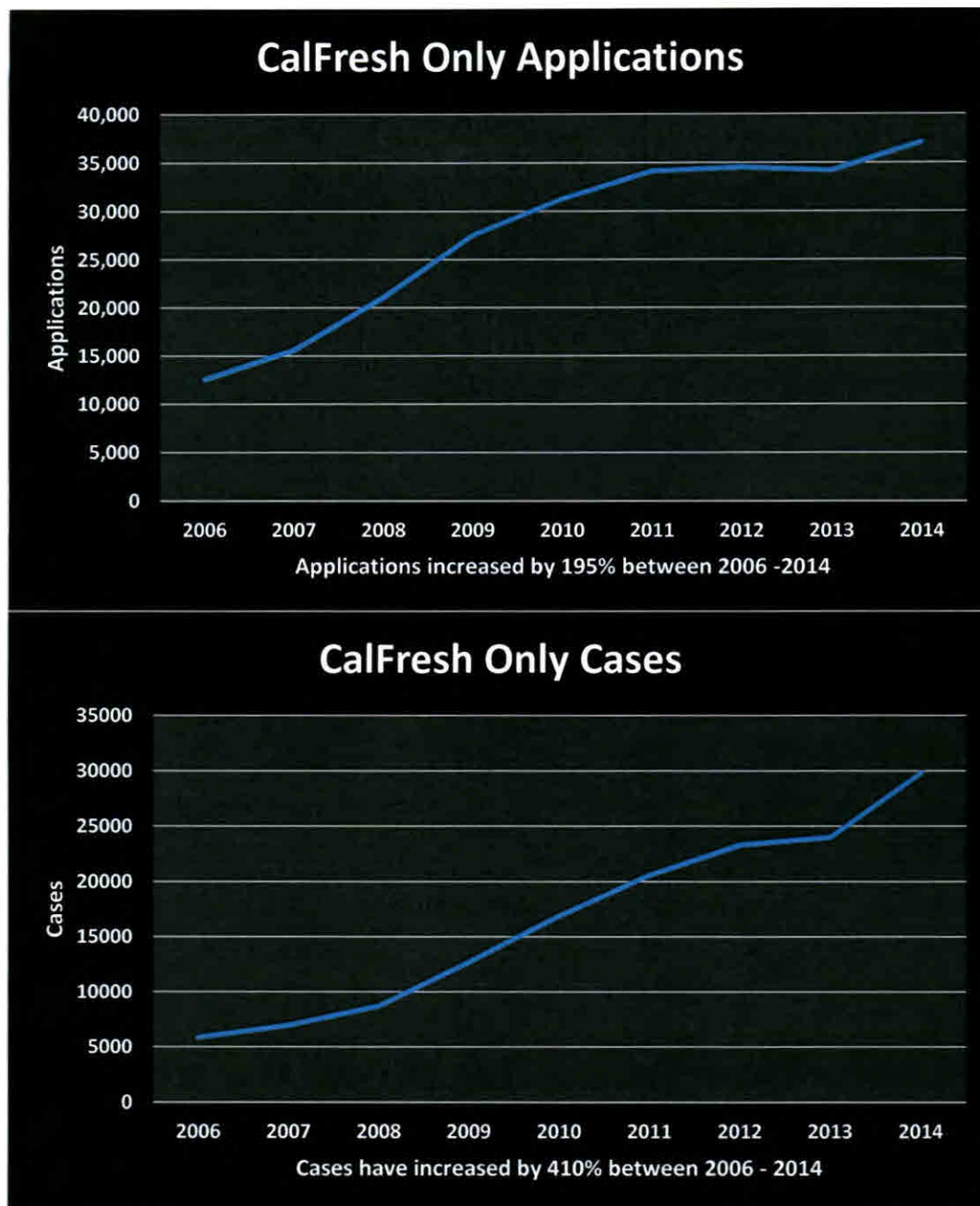
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I. Overview

The CalFresh program, formerly known as Food Stamps and federally known as the Supplemental Nutrition Assistance Program (SNAP) was designed to help provide assistance to hungry people, regardless of their age, gender, marital or family status. The program issues monthly electronics benefits that can be used to buy most foods at many markets and food stores.

The CalFresh Program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs. At the federal level, the program is administered by the United States Department of Agriculture's (USDA) Food and Nutrition Service (FNS). In California, the CalFresh Program is supervised at the state level by the California Department of Social Services and is administered at the local level by the Employment and Human Services Department (EHSD).

Since the Great Recession, we have experienced an unprecedented increase in the number of individuals applying for CalFresh benefits. In 2006, we had approximately 12,554 families applying for aid as compared to 37,089 in 2014. This represents a 195% increase in the number of CalFresh applications received during this period



Over the last nine years, the CalFresh only cases have increased a total of 410% going from roughly 5,846 average cases a month in 2006 to 29,805 average monthly cases in 2014.

Beyond the CalFresh only average caseload of 29,805 in 2014, we also had an additional average of 5,507 Public Assistance cases which represents those households that receive both cash aid (CalWORKs) and CalFresh. This represents a total average of 35,312 CalFresh cases in 2014.

In Contra Costa County, CalFresh puts more than \$10 million into the local economy each month. As indicated by the USDA, research shows that every \$1 provided in CalFresh benefits generates \$1.79 in economic activity. Using the multiplier effect, CalFresh pumped more than \$17.9 million into the local economy in the past year. This economic

stimulus is almost exclusively Federal and State funded and provides an important local boost to our economy. CalFresh benefits help families stretch their food dollars to buy more healthy foods for the whole family.

II. Eligibility for CalFresh

Households that include single individuals, couples, or families are eligible for CalFresh benefits if they meet certain income criteria and legally reside in California. For some CalFresh beneficiaries' eligibility is not asset-based or resource-based which means that their property is not counted such as vehicles, cash on hand or money contained in bank accounts.

The amount of benefits a person receives depends on the number of people in the household who purchase and prepare food together and how much monthly income is left after certain expenses are deducted. Income consists of earned and unearned income. Expenses like rent, utilities, dependent care and certain medical expenses are allowable deductions. For example, a household of one (1) with no income would be eligible to receive \$194.00 a month in benefits and a household of 10 with no income would receive \$1,461.00 a month.

III. Program Accessibility

To make CalFresh benefits more readily accessible to County residents and families, over the last several years the Department has increased its efforts in working with the Food Bank of Contra Costa and Solano County as well as other community agencies dedicated to the CalFresh-eligible population.

As listed below, these efforts have contributed to the success of our expanding benefits to those in need of food security.

- The application process has been made easier by eliminating the requirement to apply through a face-to-face interview process. A telephone interview is now acceptable at both intake and recertification. A customer may still request a face-to-face interview if they are more comfortable meeting directly with an eligibility worker.
- Applicants can now apply for CalFresh benefits on-line through My Benefits CalWIN. Org portal. Many of our community-based partners have received orientations/trainings on assisting individuals through this on-line application process. In addition, Community Based Organizations (CBOs) can register their organizations as vendors in CalWIN. This will allow the CBOs to track the number of applications they register and the number processed each month by the Department.
- A customer can also access benefits through the use of a multi-program single paper application. For example, a customer who applies for and is found ineligible for CalWORKs benefits can use this same application (the SAWS 2 Plus) to automatically apply for CalFresh benefits without completing another application.

- A customer who applies for Medi-Cal by using the new Single Streamlined application may also use this application to apply for CalFresh benefits. The Affordable Care Act (ACA) more closely aligned the eligibility requirements of the new Modified Adjusted Gross Income (MAGI) Medi-Cal Program with the eligibility requirements of the CalFresh program to provide easier access to the programs through one application. This process is referred to as horizontal integration.
- In February 2014, the Department of Health Care Services (DHCS) initiated the one year Express Lane Eligibility waiver program in which certain CalFresh beneficiaries were given Medi-Cal benefits without having to complete and file an application.
- The statewide Work Incentive Nutritional Supplement (WINS) Program was implemented in Contra Costa County on July 1, 2014. Under the WINS program, CalFresh households who are not in receipt of CalWORKs, but who meet the work participation hours of the Temporary Assistance for Needy Families (TANF) program and have a child in the household under 18 will receive an additional \$10.00 food benefit each month. From July 2014 through March 2015 there is a monthly average of 2,534 households in receipt of this additional benefit.
- Other efforts to increase CalFresh enrollments are outlined in the Outreach section of this report.

IV. Current CalFresh Service Levels and Program Performance

A. Service Levels:

During Program Year 2013-2014 CalFresh benefits were determined for approximately 61,292 families and individuals. This is an approximate 10% increase from the previous program year.

B. Program Performance:

1. Timeliness Processing Standards

FNS requires states and counties to maintain certain performance measures for the timely processing of CalFresh applications. These measures require that 90% of all applications received be processed within 30 days and requires a three (3) day processing period for those CalFresh applicants determined to require Expedited Services (ES).

We continue to meet the 30 day CalFresh application processing standard of 90%. For PY 2013-2014, 93% of applications received were processed within the 30 day processing requirement. However, during this same period, we fell short of the 90% processing requirement within three (3) days for those CalFresh ES applications requiring immediate needs (we achieved an 81% processing level on the ES applications for PY 2013 - 2014).

As a result, individual district offices have been tasked with developing an internal Corrective Action Plan (CAP) in order to reach and maintain the 90% standard. With these CAPs in place we anticipate meeting the standard for the current PY 2014-2015. The improvement shown in the last two quarters (October through December at 94.27%, and (January through March at 91.01%) is an indication that we should meet the ES standard for the current program year.

2. Management Evaluation (ME)

As mandated by FNS, the California Department of Social Services (CDSS) is required to conduct a Management Evaluation (ME) review of Contra Costa County's administration of the CalFresh Program. The federal priority areas for the ME for FFY 2014 were Program Access, Customer Service, Timeliness of Application Processing, Payment Accuracy, Quality Control and Training.

While the ME review was to have been held in April 2015, the review was moved up to November 2014 by CDSS to coincide with the federal Local Program Access Review (LPAR) of SNAP scheduled by the federal Food & Nutrition Services (FNS) of the U. S. Department of Agriculture (USDA).

CDSS has requested corrective action in the areas of case reviews, second party reviews, training, program access, and Expedited Services (ES) timeliness which have or are being addressed in the current CAP.

Program access is being addressed by providing greater signage in district office lobbies with regard to how to apply for benefits as well as staff promoting the use of the "on line" application. There is also an increased focus on ES evaluation and eligibility determination. Policy on application processing timelines is being reinforced to staff through the use of Monthly Bulletins and CalFresh "Topic of the Months" distributions. There will also be more accountability and monitoring attached to these methods ensuring the training takes place during unit meeting discussions.

The Program Integrity Unit (PIU) which is responsible for gathering and reviewing data concerning CalFresh program standards to ensure service delivery is appropriate will include greater monitoring and coordinating of case record reviews, assessments and error trends. The PIU will be of great assistance in addressing and maintaining performance areas and in their monthly case reviews in which error trends are readily determined and addressed.

The next ME review is anticipated to take place sometime in 2016.

3. Local Program Access Review

The Local Program Access Review (LPAR) was conducted by USDA FNS staff during the week of November 17 through November 21, 2014. The last LPAR completed in Contra Costa County was in November 2004.

The focus of the review was on Program Access, Quality Control (QC) and Electronic Benefit Transfer (EBT). The purpose is to identify barriers to the CalFresh Program and to monitor QC operations. This review was occurring at the same time CDSS was conducting the ME noted above.

Most of the findings and observations in the LPAR are similar to the issues identified in the ME which will allow for more streamlined implementation of our CAP. Areas to be addressed included application processing with focus on interviews, the ES evaluation and determination process, and wait times in the district offices.

FNS staff were impressed with the cooperation and collaboration of staff and management and noted that the case review findings were not indicative of the quality of work provided in the office.

4. CalFresh Error Rate

Every month for every county FNS selects a random sampling of CalFresh cases that are to be reviewed for case errors involving miscalculations of income or household composition which result in benefit issuance errors. Our Quality Control Unit reviews those cases that are selected and determines our CalFresh error rate. Based on the number of cases reviewed and the number of errors cited an error rate percentage is then derived.

While the results have not yet been finalized, Contra Costa County's CalFresh error rate is for FFY 2014 is lower than the state, yet exceeds the federal tolerance by less than half a percent. Preliminary results reflect Contra Costa County ending the FFY with a 3.82% error rate, California is at 5.11% and the Federal rate is at 3.66%.

5. Outside Consultants

In our attempt to improve customer service and performance levels we have hired outside consultants to assess our current business practices. It is anticipated that there will be recommendations that will improve program access and customer service. In addition, a quality control consultant has been hired to review existing practices to improve the Departments' Payment Accuracy and Case and Procedural Error Rate.

6. Staffing

The Department is continually evaluating its staffing needs and hiring new staff is an ongoing priority although the ability to readily fill new and approved vacant positions continues to be a systemic problem within the Department in terms of having readily available candidates from which to interview and hire.

Twenty (20) County Temp Eligibility Workers (EWs) were recently trained in CalFresh and deployed within the Department the end of March. These new temp EWs will take new applications and to manage ongoing CalFresh Cases. We have an additional forty-four (44) permanent EWs currently in training scheduled for

graduation in May. A number of these new 44 EWs will be working in the CalFresh program. This increase in staff will greatly assist in the timely and accurate processing of CalFresh applications/cases.

V. Outreach and Community Partnership

EHSD is proud of our efforts to increase CalFresh participation thereby ensuring that more children, families and individuals are able to put nutritious food on their tables each day. For the past 27 months, the Department has convened a CalFresh Partner Group with a goal of increasing CalFresh enrollment in the County so that 75% of eligible residents are enrolled by May 2016. The partners include the Food Bank of Contra Costa County and Solano, Crisis Center, the Multi-Faith ACTION Coalition, First 5, and Meals on Wheels. This group's strategies are to increase CalFresh enrollment and reach populations with historically lower enrollment which include:

- CalFresh Enrollment Process Improvements: We are developing new and strengthening existing business processes for helping people enroll in CalFresh. EHSD currently works with the Food Bank of Contra Costa and Solano to train nonprofit staff in CalFresh so they have a better understanding of the program and enrollment process. This enhanced training and knowledge as well as a more specifically identified EHSD liaison for the Food Bank of Contra Costa and Solano will not only enhance the quality of training and knowledge in the community, but will strengthen our community partnerships.
- Outreach:
 - The partnership between the Multi-Faith ACTION Coalition, EHSD and the Food Bank of Contra Costa and Solano is working to cultivate community volunteers who can help people with the CalFresh enrollment process. The Multi-Faith ACTION Coalition has a roster of 60 volunteers who received CalFresh training from the Food Bank. They are now ready to be deployed to nonprofit agencies, places of worship, food distribution sites and shelters to encourage and assist people to sign up for CalFresh benefits.
 - Fifty thousand (50,000) Medi-Cal (MC) recipients who are likely eligible for but not receiving CalFresh will receive CalFresh informational mailers from the Food Bank, in partnership with EHSD. The mailing will encourage people to come to the Food Bank to begin the application process.
 - We are working with the Pittsburg Unified School District to implement AB 402, which would allow information sharing between EHSD and the District so we can reach out to students' families receiving free / reduced lunch and encourage them to apply for CalFresh. We anticipate working with other school districts within the county in the same manner.
 - We are working with Building Blocks for Kids in Richmond to reach out to all of the eligible families in the Iron Triangle neighborhood to assist them in enrolling in CalFresh.

- We are planning a series of “CalFresh in a Day” events with the first taking place in San Pablo on June 26, 2015. After presenting at the April 2015 Mayor’s conference, there is increased interest from cities in partnering with the County on outreach of this type.
- EHSD is working with Code for America to utilize a mobile application equipped with electronic signature. This will allow the streamlining of preliminary applications through an electronic portal via assistants in our partnering agencies.
- Marketing:
 - Volunteers from the Leadership Contra Costa alumni group have expressed interest in helping advertise and market CalFresh to communities with many eligible people. Developing a marketing plan for CalFresh will require studying the issue and applying smart advertising techniques to the challenge of CalFresh enrollment. Leadership Contra Costa has marketing professionals who can help with this work.
 - The month of May has been designated “CalFresh Awareness Month” by several other California counties. Working with our community partners, we are developing a formal resolution for the County Board of Supervisors to adopt and declare the month of May as CalFresh Awareness month in Contra Costa County. This presentation is planned to be made to the Board of Supervisors on May 5, 2015.
 - We are also working with the City of Richmond to have a similar resolution adopted at the next Richmond City Council meeting. We are also working with the cities of Antioch, Pittsburg, Concord, Martinez, and San Pablo on the adoption of this same resolution.
- Community Training on CalFresh:
 - The EHSD CalFresh Program Analyst conducts “Facts and Myths” training with the Food Bank which takes place three to four times per year with 25 to 30 participants from community organizations in each session. Provided in the training is a CalFresh overview, hands-on outreach application exercise as well as an introduction to Benefits CalWIN.

This training has been a foundation in developing new partners since 2006. This training has been attended by aides of the Board of Supervisors, staff from Food and Nutrition Services (FNS) and regular attendees from WIC, the Monument Crisis Center, La Clinica, Rubicon, Public Health, Head Start and the One Stop Centers.

 - EHSD also participates in the Food Nutrition Policy Consortium which is chaired by the Food Bank of Contra Costa and Solano. The group meets to discuss nutrition-related events and activities within the county including CalFresh outreach opportunities.

- Over the last four (4) years, EHSD has attended an annual Food Bank Summit which is held on a rotational basis between Contra Costa and Solano Counties. The purpose of the Summit is to educate, inform and update those in attendance on topics such as Nutrition Education, Food Safety, what the Food Bank does, and provide instruction and mandates of USDA on the CalFresh Program. This is a day-long event and is attended by various county department representatives, agencies, and CBOs who work closely with the Food Bank.

VI. Restaurant Meals Program (RMP)

Federal regulations allow counties to implement a Restaurant Meals Program (RMP) that would enable eligible homeless, disabled and/or elderly (ages 60 and above) CalFresh households to use CalFresh benefits to purchase hot, prepared meals at participating restaurants. State regulations have been in place since May 1, 2004 allowing interested counties to submit proposals to CDSS requesting approval to implement the RMP.

Numerous requirements and mandates are necessary to be met in order to implement and operate a successful RMP. The key component of an RMP proposal is the Memorandum of Understanding (MOU) to be used with participating restaurants detailing obligations of both the county and the restaurant.

Since our last report there have been no increases in the number of counties who are participating in the RMP due to the need for dedicated staff to implement and operate the program as well as lack of restaurant/vendor interest in the program. Contra Costa County is one of the vast majority of California counties (approximately 88% of the counties) not participating in the RMP.

Contra Costa County is also geographically wide spread and does not have a concentrated area of homeless population. Of those counties who administer the RMP, there is a heavy concentration of restaurants to match the heavily populated areas of customers who can utilize the program.

The challenges of administering the program as stated by these counties are the requirement for dedicated staff to implement the RMP and to continually resolve and troubleshoot issues received from customers and participating restaurants. Proactive and immediate action is necessary in operating the RMP and there is a substantial reliance/dependence on County staff.

Besides ongoing monitoring activities, County staff is called upon to assist restaurants in completing the necessary paperwork to participate in the program, and to troubleshoot technical problems such as difficulties with the Point of Sale equipment or a customer's card that does not work or contain benefits. Counties also experience difficulties in getting vendors to participate in the program or those restaurants who want to participate are rejected by FNS.

Given what we have learned on the RMP especially in terms of required County staff resources, this program has been considered but not implemented in Contra Costa County.

VII. Policy Items of Interest

The following changes will have an impact to our CalFresh participation, and/or increase the workload of our staff.

- As of April 1, 2015, individuals with a drug related felony offense will now be able to apply for CalFresh benefits. If all other conditions of eligibility are met, individuals can begin receiving benefits or can be added to existing CalFresh households.
- Effective May 1, 2015 elderly or disabled households will be required to be interviewed prior to being recertified for continued eligibility. FNS did not extend the waiver that allowed these households to be recertified based on submitting a complete application. There was no need to contact the household or conduct an interview unless there were questions about eligibility.
- Effective October 1, 2015, our clients' who have "change reporting" requirements (homeless, elderly and or disabled) will change to Semi Annual Reporting. This will allow clients to report only once a year and at recertification. With fewer opportunities to report come fewer opportunities for our clients to be in non-compliance and potentially lose benefits.
- AB 402 - Under AB402 counties can now enter into Memorandums of Understanding (MOUs) with Local Education Agencies to share information regarding school lunch participants who may be eligible to receive CalFresh benefits. We are currently exploring this possibility with the Pittsburg Unified School District, and hope to also explore this possibility with other school districts in the County.

VIII. Important Next Steps

The Department remains committed to providing timely and ready access to CalFresh benefits for those with food insecurity, and in continuing to serve our CalFresh customers in a timely and accurate manner. To this end, we have a continual improvement objective in the areas of outreach, access, enrollment, and services delivery.

Part of this objective is to continue our community outreach efforts and to work even more closely with our community partners to expand access to CalFresh benefits. Expanding access includes our continued rollout of electronic and other alternative means for applying for benefits. We will also continue our efforts to further streamline our CalFresh application and benefits renewal process, and will also continue to work on increasing knowledge and awareness of the CalFresh program throughout and to targeted areas within the County.



Contra Costa County Board of Supervisors

Subcommittee Report

FAMILY AND HUMAN SERVICES COMMITTEE

6.

Meeting Date: 05/11/2015
Subject: Continuum of Care for the Homeless/Healthcare for the Homeless
Submitted For: FAMILY & HUMAN SERVICES COMMITTEE,
Department: County Administrator
Referral No.: 5
Referral Name: Continuum of Care for the Homeless/Healthcare for the Homeless
Presenter: Lavonna Martin, Rachael Birch **Contact:** Dorothy Sansoe, 925-335-1009

Referral History:

This referral to the Family and Human Service Committee was originally made by the Board of Supervisors on December 3, 1996. Since that time, the Health Services Department regularly updates the Committee on the services provided to the homeless.

Referral Update:

Please see the attached reports.

Recommendation(s)/Next Step(s):

ACCEPT the reports provided on the Continuum of Care Plan for the Homeless and the Healthcare for the Homeless and direct staff to forward the reports to the Board of Supervisors.

Fiscal Impact (if any):

No fiscal impact, report only.

Attachments

Continuum of Care for the Homeless Report
Health Care for the Homeless PowerPoint



TO: Family and Human Services Committee, Contra Costa County Board of Supervisors
FROM: Lavonna Martin, MPH, MPA, Chief, Homeless Services
RE: Annual Report on Homeless Continuum of Care
DATE: April 30, 2015

RECOMMENDATIONS

1. Accept this report from the Health Services Department; and
2. Forward this report to the Board of Supervisors for acceptance; and,
3. Direct Staff to continue to report on an annual basis to the FHS Committee regarding progress of the effort to end homelessness and the activities of Contra Costa Inter-Jurisdictional Council on Homelessness (Homeless Advisory Board).

BACKGROUND

In November 2014, the Board approved "Forging Ahead Towards Preventing and Ending Homelessness: An Update to Contra Costa's 2004 Strategic Plan", that renewed our 2004 plan with the latest data, best practices, and community feedback and reaffirmed our commitment to the Housing First approach. As such, "Forging Ahead" establishes this guiding principle: *"Homelessness is first a housing issue, and necessary supports and services are critical to help people remain housed. Our system must be nimble and flexible enough to respond through shared responsibility, accountability, and transparency of the community."* The Strategic Plan Update identifies two goals: 1) Decrease the length of time people experience homelessness by focusing on providing **Permanent Housing and Services** and; 2) Decrease the percentage of people who become homeless by providing **Prevention** activities. To achieve these goals, three strategies emerged:

- 1) Implement a coordinated entry/assessment system to streamline access to housing and services while addressing barriers, getting the right resources to the right people at the right time;
- 2) Use best, promising, and most effective practices to give the consumer the best possible experience through the strategic use of resources; and
- 3) Develop the most effective platforms to provide access, support advocacy, and connect to the community about homelessness and available resources.

The Homeless Program partners with the Homeless Advisory Board and Continuum of Care to develop and carry out an annual action plan that identifies the objectives and benchmarks related to each of the goals and strategies of Forging Ahead. Further, the Homeless Program incorporates the strategic plan goals into its own delivery system of comprehensive services, interim housing and permanent supportive housing as well as contracting with community agencies to provide additional homeless services and housing with the goal of ending homelessness in our community.

Attached is a summary of Key Activities and Accomplishments of the Homeless Continuum of Care for fiscal year 13-14/14-15, as well as the Contra Costa Homeless Continuum of Care Annual Report that provides a summary of program services, outcomes, and consumer demographics for Fiscal Year 2013-2014. Additionally, information about Contra Costa Zero:2016 Campaign to end veteran homelessness by December 2015 and chronic homelessness by the end of 2016 is included.

HOMELESS PROGRAMS KEY ACTIVITIES AND ACCOMPLISHMENTS

FY 13-14 / 14-15

The Homeless Program, partnered/s with the Homeless Continuum of Care Advisory Board, service providers, and other community stakeholders, to implement the following key activities and achieve the following outcomes.

1. Housing and Services

- Forty additional rental assistance vouchers were added to the Continuum of Care. Overall, 1451 homeless consumers obtained permanent housing during FY 13-14.
- Work continues towards the development of permanent supportive housing units for homeless individuals and families on the Concord Naval Weapons Station. The Homeless Program, in concert with the Interagency Council on Homelessness, continues to work with the City of Concord to develop a timeline to bring the units on-line.

2. System Design and Delivery

- Work is in progress to develop a coordinated assessment system to streamline and coordinate program participant intake, assessment and prioritization for housing. The Contra Costa Homeless Continuum of Care has selected the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) as the comprehensive and standardized assessment tool. Training for all Homeless Service providers was completed 1/15/15. The administration of the VI-SPDAT continuum-wide began February 2015.
- The Strategic Plan Update was approved by the County Board of Supervisors November 2014. The updated plan emphasizes that the only solutions to homelessness are permanent housing and homeless prevention services.

3. Outreach/Engagement/Community Awareness

- Project Homeless Connect was held in Richmond August 6, 2014. Over 750 participants had access to free services including health care, vision screenings, homeless court, benefits enrollment, and pet vaccinations and also received summer hygiene kits and free transportation to-and-from the event.
- The point-in-time count of homeless individuals living on the streets and in shelters was conducted over a three day period in January 2015. Nearly 3,700 individuals were identified as homeless the night of January 27, 2015 in Contra Costa.

4. Funding and Special Initiatives

- Successfully competed for HUD McKinney-Vento Homeless Assistance funds which brought more than \$10M to Contra Costa homeless service providers.
- Contra Costa was selected to join Zero: 2016, a national campaign coordinated by Community Solutions, to end homelessness for veterans by the end of 2015, and all chronically homeless individuals by 2016.

HOMELESSNESS IS FIRST A HOUSING ISSUE

Fiscal Year 2013-2014 was a critical year for the Contra Costa Interagency Council on Homelessness (CCICH) in addressing issues specific to the homeless population in the County. As a council, we continue to reaffirm that homelessness is *first a housing issue*. This means that rapidly placing homeless individuals and families in healthy and permanent living environments results in greater success in addressing the social, developmental, and physical challenges that attributed to their homelessness in the first place.

Over the last fiscal year, we focused on five core strategies:

1. Facilitating greater communication across the Contra Costa Continuum of Care (CoC)*;
1. Updating the Strategic Plan;
2. Seeking insights from consumers and stakeholders;
3. Analyzing programmatic and outcome data; and,
4. Identifying best practices to better serve our community.

We have already embarked on a great new year and look forward to working collaboratively in the months to come.

Teri House

Teri House, Chair
Contra Costa Interagency Council on Homelessness

For more information email homelessprogram@hsd.cccounty.us.



PROGRAMS AND CONSUMER DEMOGRAPHICS

8,409 men, women, and children received shelter, support services, or housing assistance.
23% of homeless households are families.

YOUTH



34% of consumers are children and youth

2,013 were under 17 years of age
820 were between the ages of 18 and 24

ADULTS



48% of consumers are between ages 25 and 54

56% had a disabling condition
6% were veterans
36% were chronically homeless*

SENIORS



18% of consumers are above 55 years of age

78% had a disabling condition
22% were veterans
46% were chronically homeless

* The Contra Costa CoC is a local planning body that organizes and delivers housing and support services for homeless individuals across the county.

* A chronically homeless individual or family has experienced homelessness for a year or longer, or who has experienced at least four episodes of homelessness in the last three years, and has a disability.

Contra Costa County Homelessness Continuum of Care

SYSTEM-WIDE MEASURES

PERFORMANCE MEASURES FOR FY 2013-2014

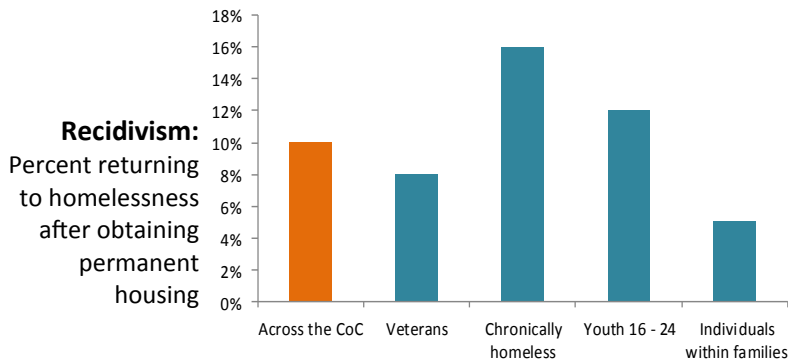
Contra Costa CoC documents success using a variety of measures to identify service utilization and consumer outcomes across the continuum.

Performance Measure 1: Retention rate for those living in Permanent Supportive Housing

97% of those placed in Permanent Supportive Housing, retain housing for over a year.

Performance Measure 2: Recidivism rate back into homelessness once discharged into permanent housing

90% of consumers that obtain permanent housing do not return to our system of care.



Performance Measure 3: Number of consumers obtaining permanent housing

1,451 consumers obtained permanent housing

72 Chronically homeless families

237 Chronically homeless single adults

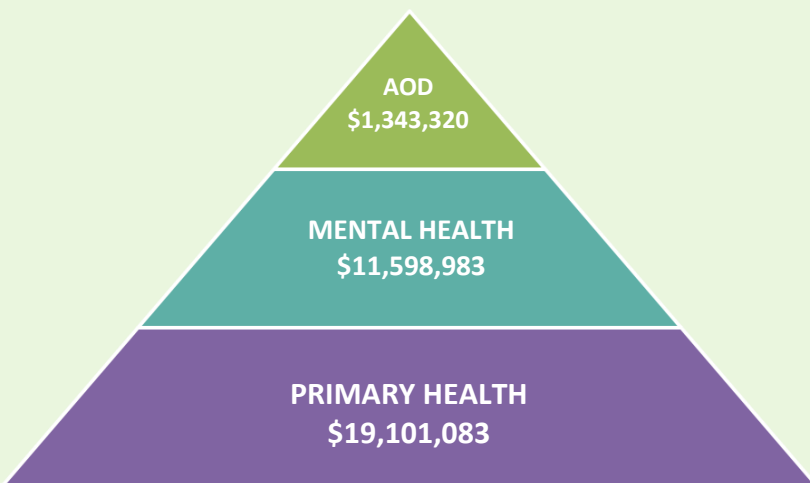
142 Veterans

73 Unaccompanied youth and young adults



COUNTY HEALTH SERVICES UTILIZATION COSTS FOR CONSUMERS USING HOMELESS SERVICES

Contra Costa County continues to integrate services across Behavioral Health and Primary Health providing a comprehensive array of services and programs for homeless consumers. During FY 2013-2014, CoC consumers utilized over **\$32 Million** in behavioral and primary health services at County facilities while also receiving homeless services from CoC providers.



CONSUMER INSIGHTS

The Strategic Plan Update incorporated a significant amount of consumer feedback. Focus groups and interviews were conducted with 58 consumers. Some of their quotes are provided below to share some of the challenges and perspectives of those we serve.

"It's like a **domino effect** [into homelessness]."

"Once you hit rock bottom like that, it's **so hard to get out of it.**"

"We're here for more than one reason." How long have you been homeless? "**It's been too long.**"

"I just never pictured myself homeless. No one thinks about it until they're here. Once you're there, you're homeless with everyone else in the world."

"The reason I fight it [being labeled homeless] is not from pride, it's from strategy. **The moment someone labels you as homeless, they assume drugs, alcohol, or laziness.** There's not room [under this term] for people who actually work."

Contra Costa County Homelessness Continuum of Care

2013-2014 ACTIVITIES

PROJECT HOMELESS CONNECT

The 10th annual Project Homeless Connect was very successful thanks to the many service agencies, volunteers, and donations. Participants had access to free services including health care, vision screenings, homeless court, benefits enrollment, and pet vaccines. They also received summer hygiene kits and free transportation to-and-from the event.

639 Adults served

119 Youth served



2014 POINT IN TIME COUNT

Each year, Contra Costa County's Continuum of Care conducts a Point in Time (PIT) Count to provide an estimate of the number of homeless individuals and families and their housing needs. PIT counts are required by the United States Department of Housing and Urban Development (HUD) and are important for demonstrating issues of homelessness in the community and across the country. This year the PIT Count identified **2,263 sheltered homeless individuals**.

Gender

51% Female

49% Male

54% had **substance abuse issues**

7% were **veterans**

38% had **mental health issues**

Race

38% Black/African American

28% American Indian/Alaska Native

20% White

8% Asian/Native Hawaiian/Pacific Islander

6% Multiple Races

Ethnicity

36% Hispanic/Latino



STRATEGIC PLAN UPDATE

Updating the CoC Strategic Plan required a community-wide effort integrating feedback from a variety of stakeholders. The updated plan emphasizes that the only solutions to homelessness are permanent housing and prevention services. Thus, the CoC established two primary goals: 1) **decrease length of time homeless**, and 2) **decrease the number who become homeless**. These goals may be achieved with three core strategies:

1. Utilize **Coordinated Assessments** to streamline housing and support services and address barriers in obtaining and sustaining housing.
2. Apply **Performance Standards** that utilize evaluation and performance measures to augment best practices in programming and implementation.
3. Develop **Communication** platforms that improve access for consumers, supports advocacy, and connects with the larger community about homelessness and resources.

Permanent Housing and Prevention

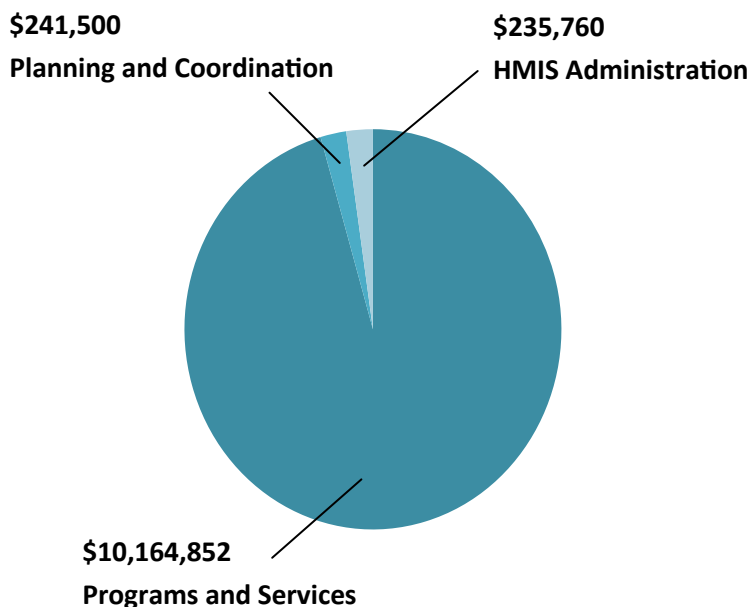


Contra Costa County Homeless Continuum of Care

FUNDING AND PARTNERS

DISTRIBUTION OF FEDERAL FUNDS

Federal funds are distributed to homeless service providers across the CoC to run programs and services, develop and administer the Homeless Management Information Systems (HMIS), and facilitate CoC planning and coordination. These federal resources include the Housing and Urban Development CoC funds, Federal Emergency Management Administration (FEMA), Community Development Block Grant (CDBG), and the Emergency Solutions Grant (ESG).



PROGRAM HIGHLIGHTS

BEHAVIORAL HEALTH HOMELESS PROGRAM

Destination Home

Meet Douglas, one of the *formally* chronically homeless individuals served by the newest Permanent Supportive Housing Program in the CoC. Destination Home uses a Housing First approach by establishing low-threshold enrollment criteria. Participants in the 12 units receive extensive case management from the County's Homeless Program staff and are connected with a wide variety of behavioral and primary health services.



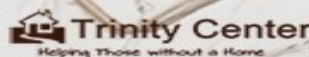
SHELTER, INC.

Supportive Services for Veteran Families (SSVF)

Over 665 veteran households have received support through the SSVF program at Shelter, Inc. since its inception in 2012. The SSVF program provides emergency assistance to veterans who are at risk of losing their housing as well as rapid re-housing for veterans who are homeless. Comprehensive case management helps veterans and their families to be stably housed within 90 days of program entry.



CONTRA COSTA CONTINUUM OF CARE



Anka Behavioral Health, Inc.



- ◆ Berkeley Food and Housing
- ◆ Bi Bett Corp
- ◆ East Bay Community Recovery Project

- ◆ Monument Crisis Center
- ◆ West Contra Costa Unified School District

Contra Costa CoC consists of local service providers that offer an array of programs and services for the homeless community. Together, CoC partners work with consumers to improve their quality of life and sustain permanent housing.

Contra Costa ZERO:2016

PARTNERS

Contra Costa Council
on Homelessness

Multi-Faith ACTION
Coalition

Richmond Community
Foundation

Shelter, Inc.

Contra Costa Health
Services

Housing Authority of
Contra Costa County

U.S. Department of
Veterans Affairs

Contra Costa County
Probation Department

Martinez Police
Department

Homeless is first a housing issue, and it is solvable.

There were 122 veterans living on Contra Costa County's streets in January 2015. Another 483 people were chronically homeless – without housing for years, and struggling with disabilities.

With your help we can end veteran and chronic homelessness over the next two years.

JOIN THE MOVEMENT

Zero: 2016 is a national campaign coordinated by Community Solutions to house all homeless veterans by the end of 2015, and all people who are chronically homeless by 2016.

Contra Costa has joined 70 other communities across the U.S., all working to quickly and efficiently reduce the number of veterans and chronically homeless people in need of permanent housing solutions.

WHAT ZERO MEANS

Zero means that, on an average night, there will be no veterans or chronically homeless people without housing in our county. We can reach zero by connecting the right people to the right housing, right now.

We cannot always prevent people from becoming homeless, but we can build a way to immediately address the need for permanent housing when it arises in our communities.

HOW TO MAKE IT HAPPEN

If we concentrate on housing solutions, rather than short-term housing or aid without housing, zero is realistic. Only 3% of permanent supportive housing residents become homeless again in Contra Costa.

But we need strategic partners with skills, experience and knowledge of the resources in their own communities to help find permanent housing solutions – people like you.

With your help, we can increase local housing opportunities to achieve zero veteran and chronic homelessness in your community.

To learn more, visit cchomelessscouncil.org.

Contra Costa



PLEDGE Form

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Housing Authority of
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Contra Costa County
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Martinez Police
Department

I pledge to join the Contra Costa Zero: 2016 campaign, and to do my part to end veteran homelessness in my community by December 2015, and chronic homelessness by December 2016.

I commit to working with the campaign and encouraging others to do so, lending my experience, knowledge and expertise about the resources within my own community that could be used to find permanent housing solutions. Additionally, I will work regionally with the Contra Costa Zero: 2016 campaign to further our goals.

I understand that homelessness affects every community in Contra Costa County, and that as community members, we all have a role in finding permanent housing solutions for residents in need.

By supporting the Zero: 2016 campaign, I also endorse a Housing First model for Contra Costa County. Using this approach provides people experiencing homelessness with housing as quickly as possible with few barriers, and then providing services as needed.

By focusing on housing opportunities and helping to build strategic partnerships, I believe that we can quickly provide homes to all of the homeless veterans and chronically homeless people in our county, and provide the services they need to remain housed.

I agree to help build a system that meets the housing need in Contra Costa County, and specifically within my own city and community.

Signed on this day, _____
Date

Name _____

Title _____

Organization _____

HEALTH CARE FOR THE HOMELESS (HCH) CONTRA COSTA HEALTH SERVICES

PRESENTATION TO THE
FAMILY & HUMAN SERVICES COMMITTEE
CONTRA COSTA COUNTY BOARD OF SUPERVISORS

MAY 11TH, 2015

WHO QUALIFIES AS “HOMELESS?”

- All homeless people in Contra Costa County
 - Lacking a fixed, regular, adequate nighttime residence
 - Primary nighttime residence in a shelter, welfare hotel, transitional housing or street
 - “Doubled-up” without name on a lease, couch surfing, etc.

FUNDING FOR HCH SERVICES

- Section 330(h) Public Health Services Act Health Care for the Homeless grant from the Federal Government (BPHC/HRSA) – approx. \$2M per year.

NUMBER OF PATIENTS IN 2014

All homeless patients served by CCHS in 2014

- 21,397 unduplicated homeless patients
- 121,046 visits

HOW UTILIZATION IS GROWING OVER TIME:

- 2013 vs. 2014:
 - 2.5% increase in homeless patients
- Living Situation
 - Increase in Doubled Up and Sheltered population.

HCH SERVICES

- Primary & Urgent Health Care
- Dental Care
- Behavioral Health Services (Substance Abuse and Mental Health Counseling and treatment)
- Eligibility Assistance (Medi-cal/CC enrollment)
- Linkages to care – Specialty Services, establishing a medical home/PCP
- Life Skills/Group Classes
- Respite Care
- Outreach Services

HCH AMBULATORY CARE CLINICS

- Operate specialized homeless clinics:
 - West County Health Center
 - Antioch Health Center
 - Concord Respite Center
 - Concord Health Center 2
 - Miller Wellness Center
- System-wide the HCH program has priority access to schedule appointments and assign PCPs.
 - Helping patients transition to mainstream health system
 - Bypassing waiting times for appointments
 - Reduce barriers to getting care

HCH MEDICAL RESPITE



PATIENT DEMOGRAPHICS 2014

- 46% Male
- 54% Female
- 11.4% Uninsured (16.7% in 2013)
- 71.7% Medi-Cal (63% in 2013)
- 2% Veterans
- 22.5% Best served in language other than English

RACE/ETHNICITY IN 2014

Race	CCHS	County
White*	31.2%	46.3%
Latino/Hispanic*	30.2%	24.9%
Black/African American*	18%	9.6%
Asian/Pacific Islander	12.3%	15.9%
American Indian/Alaskan Native	.7%	1.0%
Unknown/Unreported/Multi	7.6%	2.3%

* Disproportionate homeless

WHERE ARE PATIENTS BEING SERVED?

District	2012	2013	2014
I	22%	20.6%	24.6%
II	2.6%	2.8%	2.4%
III	34.8%	40.5%	36.2%
IV	21%	19.9%	19.5%
V	12.6%	10.4%	10.9%
Other	7%	5.8%	6.4%

STRONG CONSUMER INVOLVEMENT

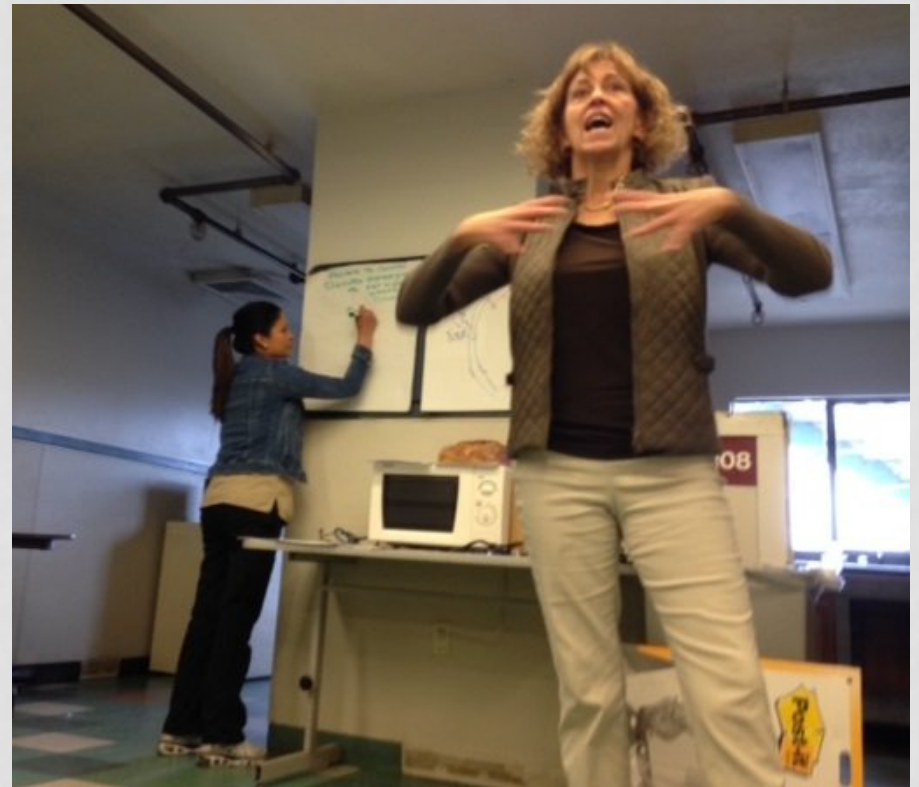
Consumer Advisory Board

- Pro-bono dental services for homeless clients



CONSUMER INPUT

- Expanding HCH Education Program
 - Dental Care Education presentations
 - Diabetes, Hypertension and Medication Education



CHANGES & UPDATES

- HCH received a HRSA grant in Sept 2014 to expand medical and dental capacity.
 - Respite Dental Clinic with Dentist and RDA
 - Hired a new Nurse Practitioner for medical services
- New Staff:
 - Medical Director – Joe Mega, MPH, MD
 - Mike Myette – LCSW (Behavioral Health Services)
 - Mickey Ryan, RN – Clinical Nurse
- HCH continues to operate an Outreach and Enrollment program
 - 2 Enrollment Counselors